BenQ

DH550F/DL550F
Dual Side Display
User Manual

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Important safety instructions

Safety precautions and maintenance

Use of control, adjustments, or procedures other than those specified in this documentation may result in exposure to shock, electrical hazards and/or mechanical hazards.

Read and follow these instructions when connecting and using your display:

Operation:
• Keep the display out of direct sunlight and away from stoves or any other heat sources.

• Remove any object that could fall into ventilation holes of power box or prevent proper cooling of the display's electronics.

• Don't block the ventilation holes on the power box.

• When positioning the display, make sure the power plug and outlet are easily accessible.

• When turning off the display by disconnecting the power cord, wait 6 seconds or more before reconnecting the power cord for normal operation.

• Ensure the use of an approved power cord provided by BenQ at all times. If your power cord is missing, please contact your local service center.

• Don't subject the display to severe vibration or high impact conditions during operation.

• Don't knock or drop the display during operation or transportation.

• Provide an earthing connection before the mains plug is connected to the mains. And, when disconnecting the earthing connection, be sure to disconnect after pulling out the mains plug from the mains.

Maintenance:
• To protect your display from possible damage, do not put excessive pressure on the display.

• Unplug the display if you are not going to use it for an extensive period of time.

• Unplug the display if you need to clean it with a slightly damp cloth. The screen may be wiped with a dry cloth when the power is off. However, never use organic solvent, such as, alcohol, or ammonia-based liquids to clean your display.

• To avoid the risk of shock or permanent damage to the set, do not expose the display to dust, rain, water, or an excessively moist environment.

• If your display becomes wet, wipe it with dry cloth as soon as possible.

• If a foreign substance or water gets in your display, turn the power off immediately and disconnect the power cord. Then remove the foreign substance or water.

• Don't store or use the display in locations exposed to heat, direct sunlight, or extreme cold.

## Read and follow these instructions when connecting and using your display:

• Unplug the display if you are not going to use it for an extensive period of time.

• Unplug the display if you need to clean it with a slightly damp cloth. The screen may be wiped with a dry cloth when the power is off. However, never use alcohol, solvents or ammonia-based liquids.

• Keep the display out of direct sunlight and away from stoves or any other heat sources.

• Remove any object that could fall into the vents or prevent proper cooling of the display's electronics.

• Don't block the ventilation holes on the power box.

• Keep the display dry. To avoid electric shock, do not expose it to rain or excessive moisture.

• When turning off the display by disconnecting the power cable or DC power cord, wait for 6 seconds before reconnecting the power cable or DC power cord for normal operation.

• When positioning the display, make sure the power plug and outlet are easily accessible.

• Consult a service technician if the display does not operate normally after having followed the instructions in this manual.

Usage
• Don't turn the ventilation hole of power box upside down as shown below.

The ventilation hole of power box

The ventilation hole of power box

It is prohibited to turn the ventilation hole of Power Box upside down.
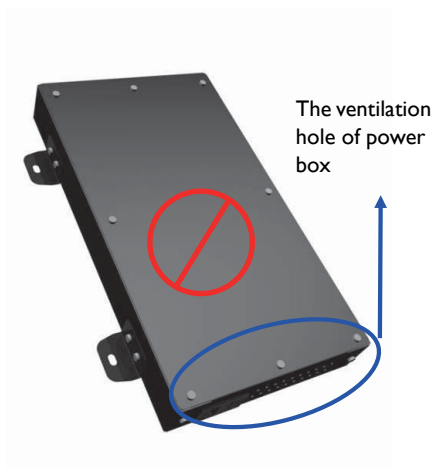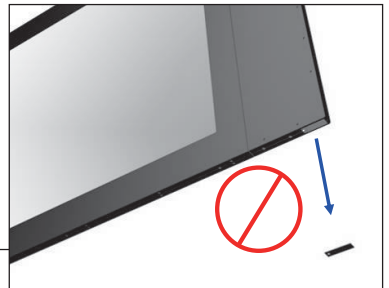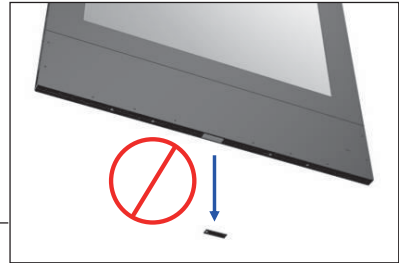
It is prohibited to place tilt

• When the display is in use, as shown below, please do not open the cover of "bottom side" I/O ports.

Do not open the cover of "bottom side" I/O ports.

Remote controller precautions:

• Power function of the remote controller works only when pointing to the front side of the display; the other functions work at either side.

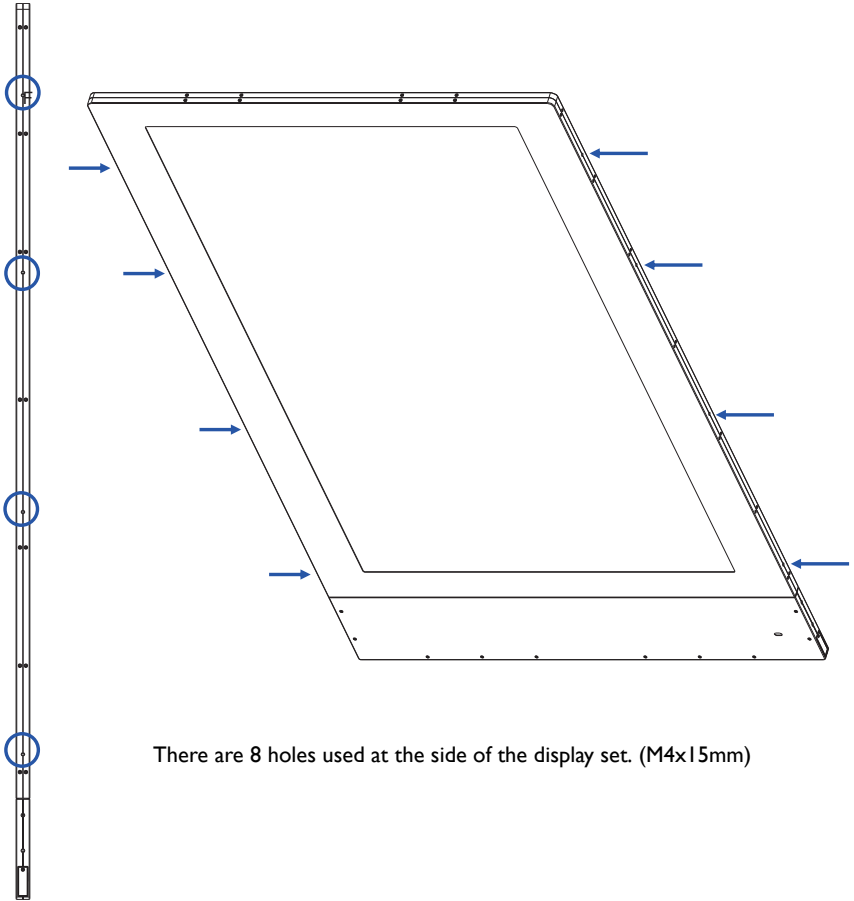Front Side (450 nits)   Back Side (700 nits)

There is a product lable at the front side.

Power connection to the device:

• The display shall be installed nearby the sockets for easy access to the power.

Installation notes

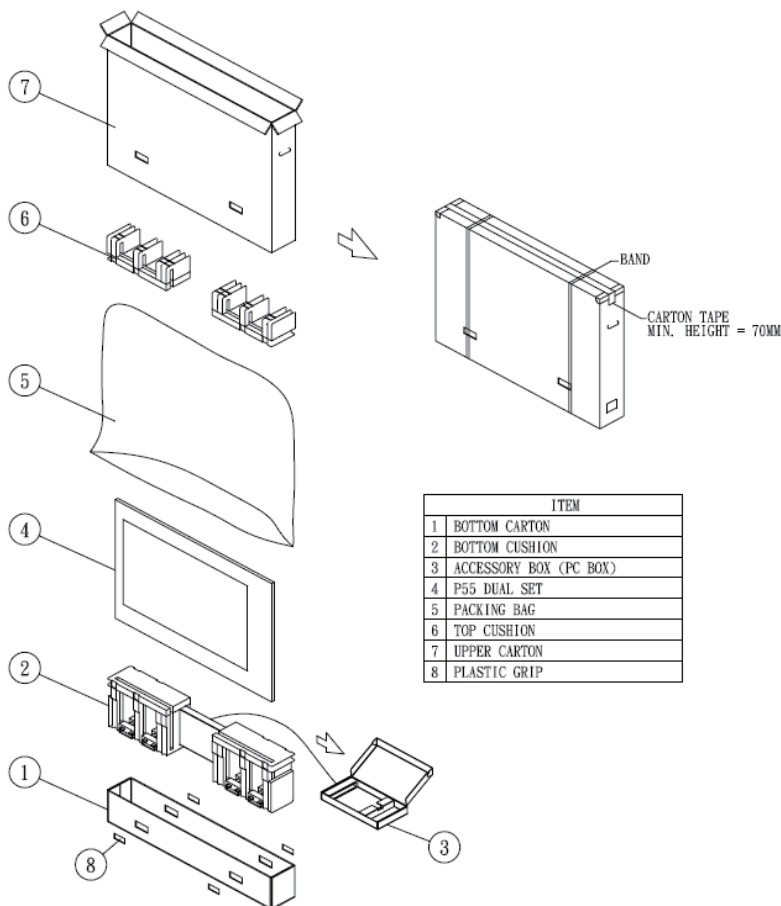There are 8 holes used at the side of the display set. (M4x15mm)

Please make sure you have a solid installation as shown.

You can install the display set with 8 screws (M4x15mm).

Package content

Unpacking

- This product is packed in a carton together with its standard accessories.
- Due to the size and weight of this display, it is recommended to move it with at least two persons .
- After opening the carton, ensure that the contents are complete and in good condition.

	ITEM
1	BOTTOM CARTON
2	BOTTOM CUSHION
3	ACCESSORY BOX (PC BOX)
4	P55 DUAL SET
5	PACKING BAG
6	TOP CUSHION
7	UPPER CARTON
8	PLASTIC GRIP

Packing list

Dual side display x1

PC box x1
(with 24V &12V line)
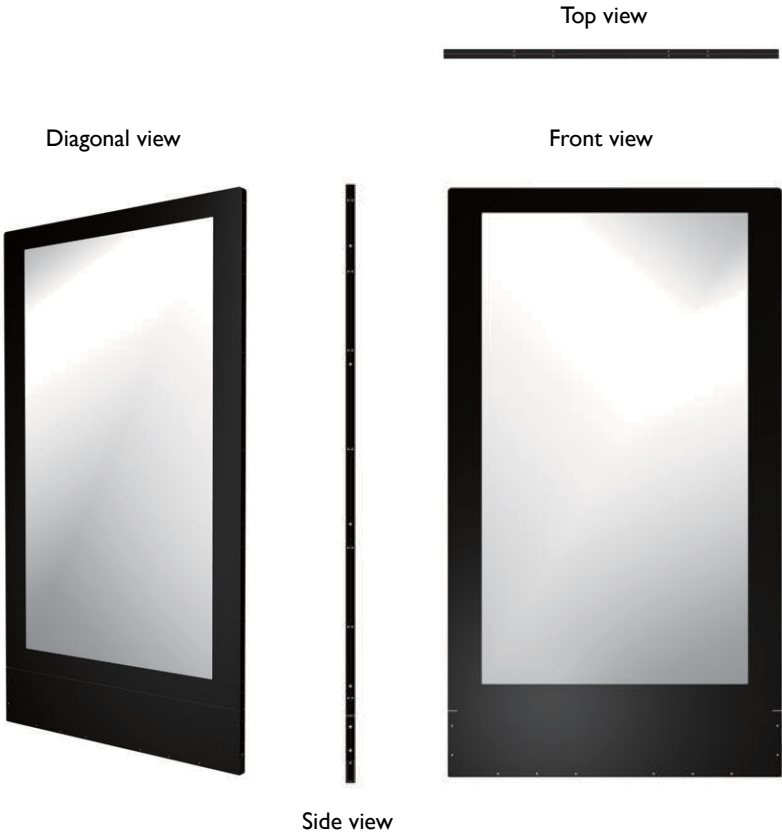

Power cord x1
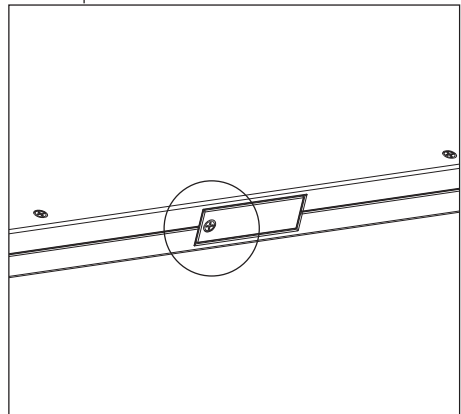

Remote controller x1
(Battery : CR 2025 3V)

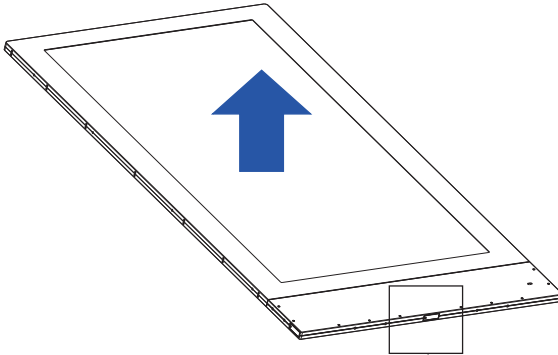# Overview

Top view

Diagonal view   Front view

Side view
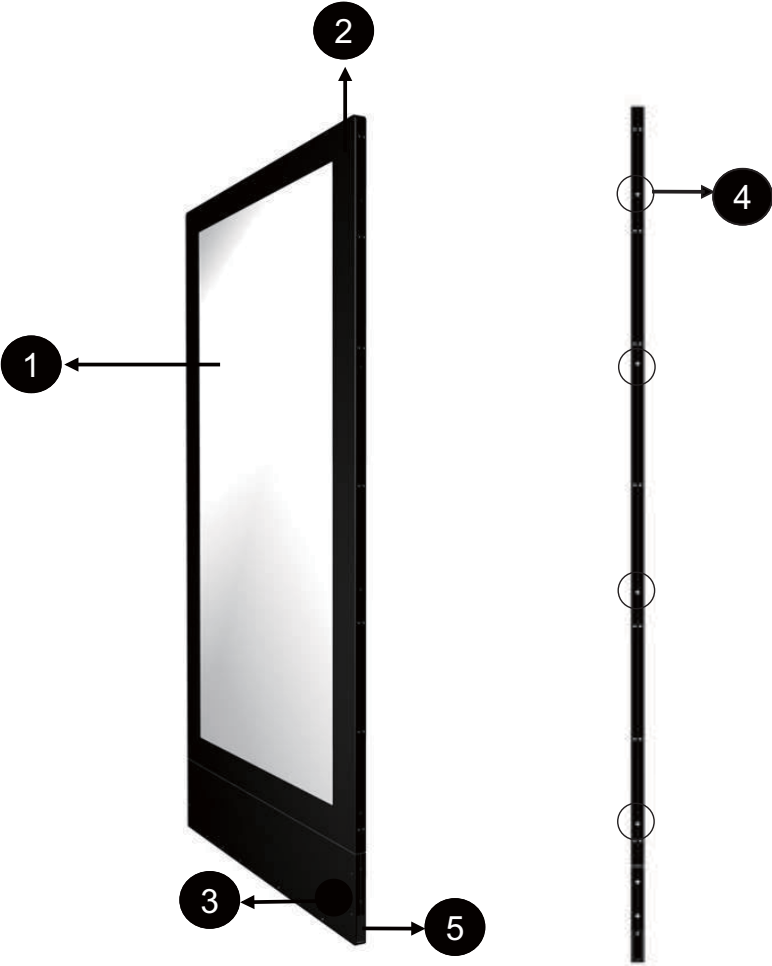
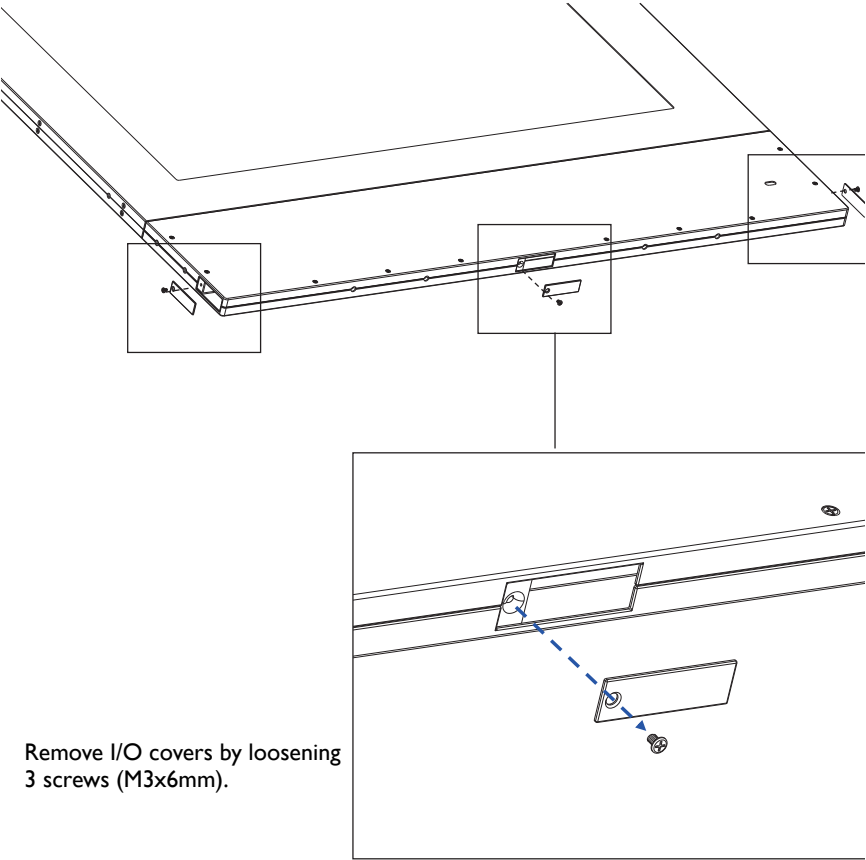| No.	Name
1	Dual side display
2	Display Set
3	Dual side remote control sensor
4	Use hole x 8 (4 at each side)
5	I/O cover x 3

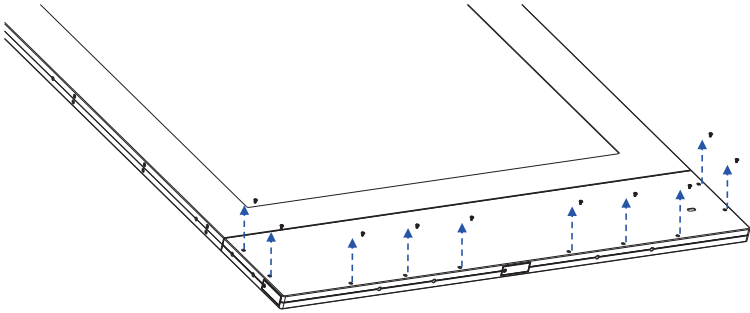# Setting up the display

Putting the display front side up

While putting front side up, the screw of the display will be seen on the left side of the I/O cover.

Removing I/O covers at the sides.

Remove I/O covers by loosening
3 screws (M3x6mm).
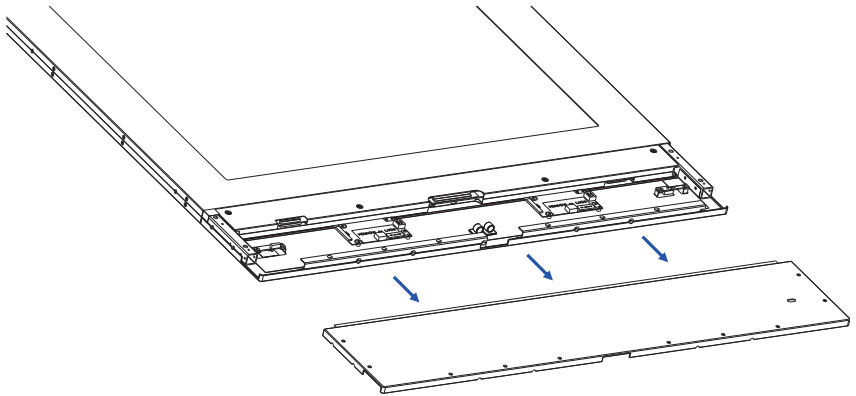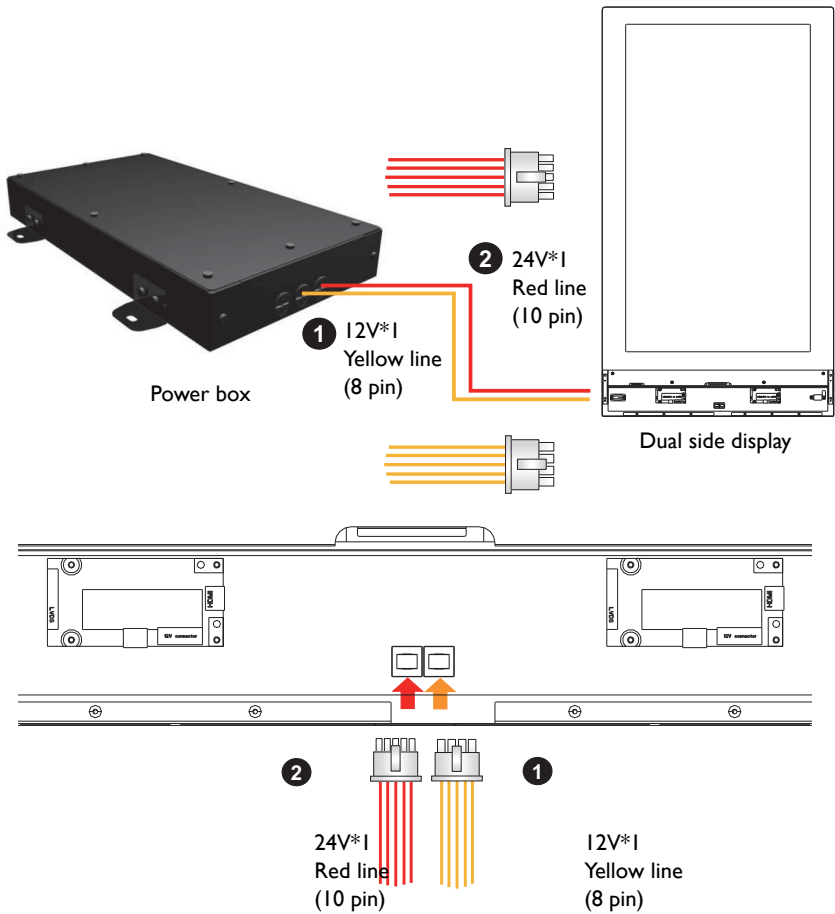
Removing the downside cover

Tear down the downside cover by loosening 10 screws (M3x6mm).

Connecting power box to the display

2 24V*1
Red line
(10 pin)

1 12V*1
Yellow line
(8 pin)

Power box

Dual side display

2 24V*1
Red line
(10 pin)

1 12V*1
Yellow line
(8 pin)

No.	Name
1	Connect the 12V (8 pin) power line
2	Connect the 24V (10 pin) power line

Connecting HDMI cables and connectors

Plug two HDMI cables into the cabinet, and ensure that all cable plugs are firmly fitted into the jacks.

Front side
(450 nits)

Back side
(700 nits)
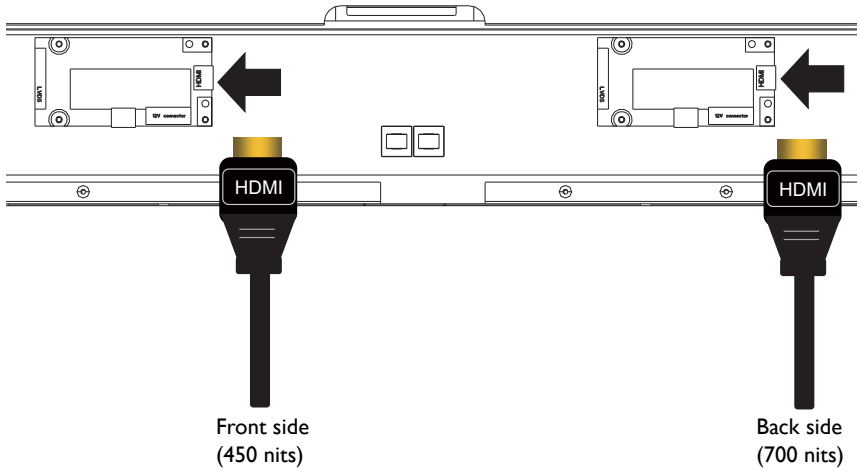
Putting back the downside cover and I/O covers

1. Putting back the downside cover and tightening with 10 screws (M6x30mm).
2. Putting back other I/O covers not use with tightening screnws.
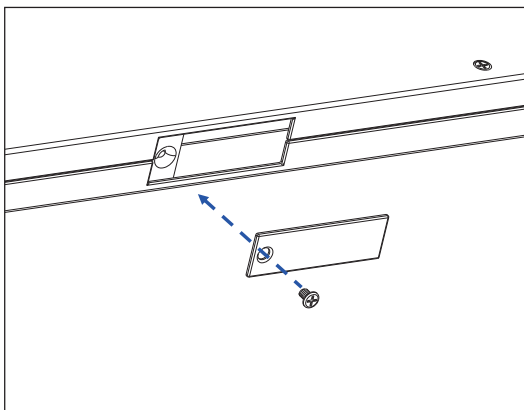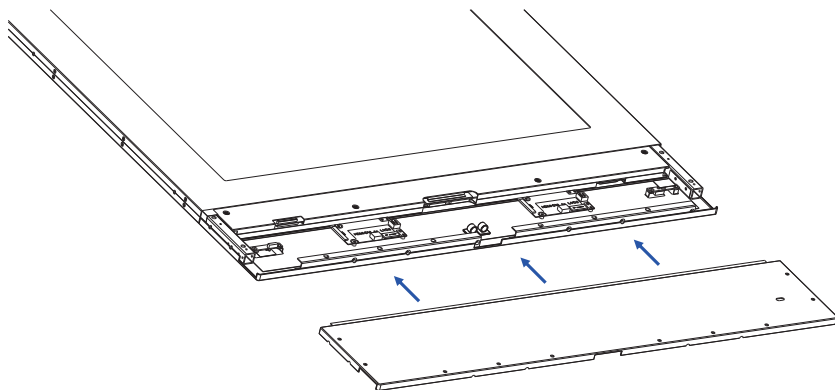
Connecting the power cord

Plug in the power cable and turn on the AC power switch.

Power box

AC in / switch

Using the remote control

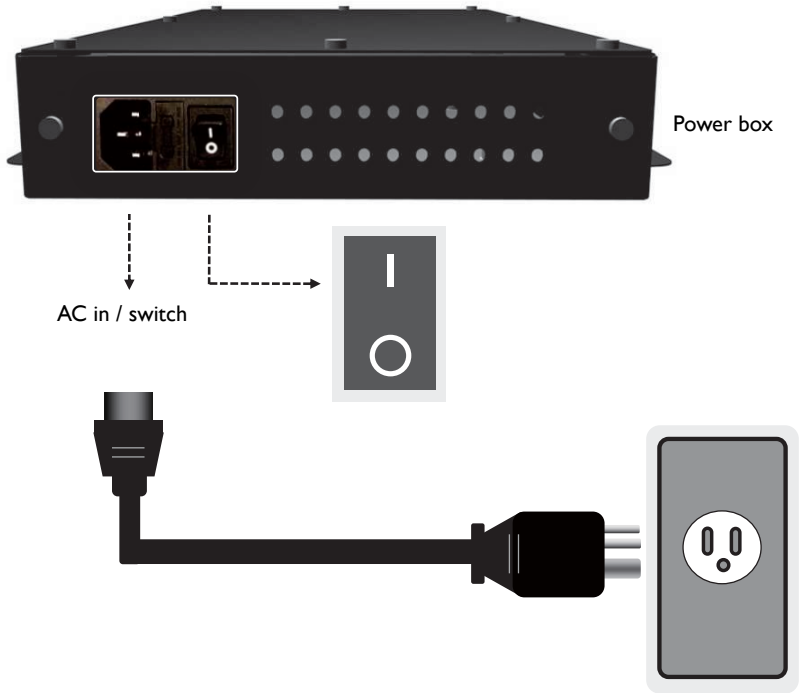| No	Name	Description
1	**Power**	Press to turn power on/off.
2	**MENU**	Press to enter OSD setting menu.
3	▶	Press to move right in OSD setting menu.
4	◀	Press to move left in OSD setting menu.
5	▲	Press to mou up in OSD setting menu.
6	▼	Press to move down in OSD setting menu.
7	**EXIT**	Press to exit menu/selection.

OSD menu

Press "**MENU**" into the OSD setting menu, and then press "▲" or "▼" to select the item, at last press "**EXIT**" to exit menu.

Luminance menu

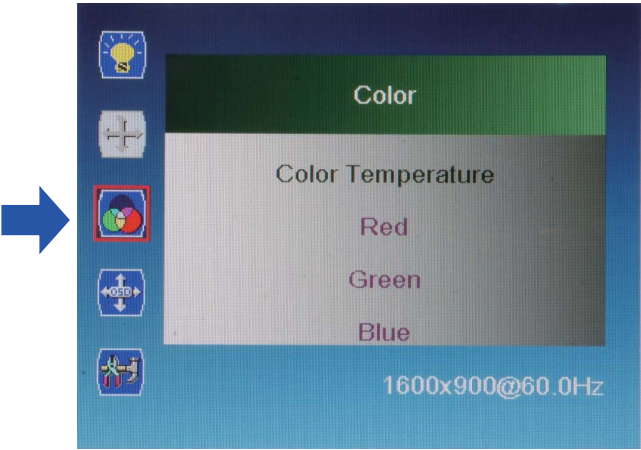Press **MENU** to select one of the following, and then press " ▶ " or " ◀ " to select the desired level.
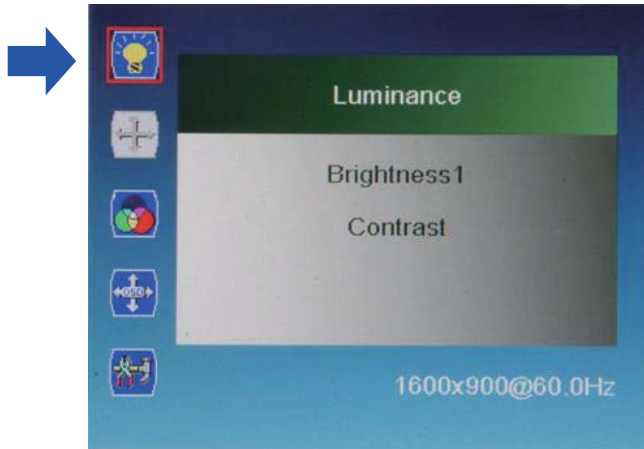
Item	Description
Brightness1	**Range**: 0~100; **Default**: : 100.
Contrast	**Range**: 0~100; **Default** : 50.

Color menu

Press **MENU** to select one of the following, and then press " ▶ " or " ◀ " to select the desired level.
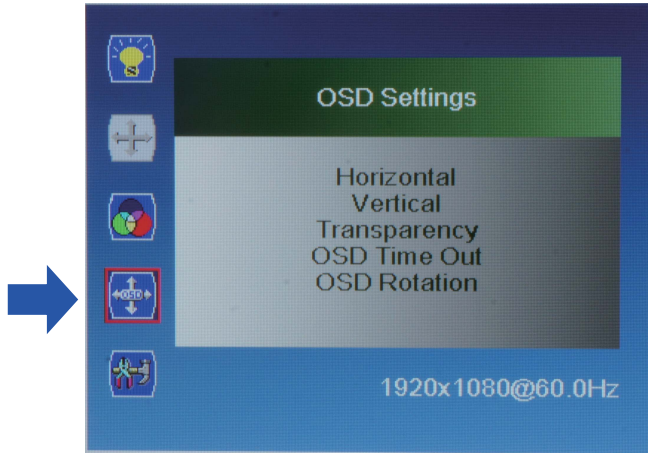

Name	Description
Color Temperature	Range: 6500K, 9300K, 11500K, User Define; **Default**: 9300K. If you choose **User Define**, gains and offsets of red, green, and blue are adjustable.
Red	0~100 ; **Default** : 70.
Green	0~100 ; **Default** : 70.
Blue	0~100 ; **Default** : 70.

OSD setting menu

Press **MENU** to select one of the following, and then press " ▶ " or " ◀ " to select the desired level.

Name	Description
Horizontal	**Default**: 50
Vertical	**Default**: 50
Transparency	**Default**: 0
OSD Time Out	**Default**: 50
OSD Rotation	0(0˚), 1(90˚), 2(270˚), 3(360˚); **Default**: 0(0˚)

Setup menu

Press **MENU** to select one of the following, and then press " ▶ " or " ◀ " to select the desired level.
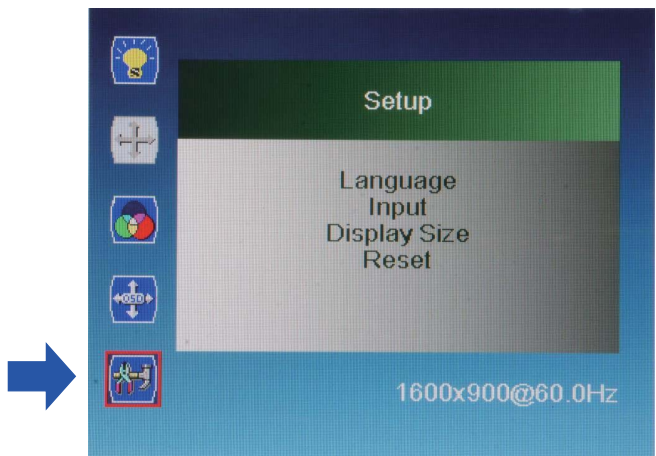
Name	Description
Language	English/Español/Français/Deutsch/Italiano/Português/Русский/简体中文 / 日本語 / 繁體中文 ; **Default** :English
Input	HDMI1/HDMI2;**Default** :HDMI2
Display Size	Full Screen / Smart Fit / 4:3 / Smart4:3 ; **Default** : Full Screen
Reset:	No/Yes; **Default** : No

Troubleshooting

Symptom	Possible Cause	Remedy
No picture is displayed.	1. The power cord is disconnected. 2. The main power switch on the back of the display is not switched on. 3. The selected input has no connection. 4. The display is in standby mode.	Plug in the power cord. Make sure the power switch is switched on. Connect a signal connection to the display.
Interference displayed on the display or audible noise is heard.	Caused by surrounding electrical appliances or fluorescent lights	Move the display to another location to see if the interference is reduced.
Color is abnormal.	The signal cable is not connected properly.	Make sure the signal cable is attached firmly to the jack on the display.
Picture is distorted with abnormal patterns.	1. The signal cable is not connected properly. 2. The input signal is beyond the capabilities of the display.	1. Make sure the signal cable is attached firmly. 2. Check the video signal source to see if it is beyond the range of the display. Please verify input signal specifications.
After-Images can still be seen on the display after the display is powered off.	A still picture is displayed for an excessive period of time.	Do not display a still image for an excessive period of time since this can cause a permanent after-image remaining on the display.

Specifications

Item	Specifications	
LCD Display 55"	Model name	DH550F	DL550F
	Screen size	55 inch (diagonal)	
	Resolution	1920 x1080 (Pixel)	
	Display Area	1209.6(H) x 680.4(V)	
	Contrast Ratio	3000:1	
	Brightness	450 nits / 700 nits	450 nits / 450 nits
	View angle	178° (H); 178° (V)	
	Color Gamut	72 (%)	
	Surface Treatment	Haze 11%,3H	
Input Connectivity	HDMI*2		
SET	Dimension	1515.9 x 856.8 x x 23.4 mm	
	Weight	45.5 KG	
	Material	SECC	
	Surface Treatment	Painting in Black color	
Power	Input	AC100-240V,50-60Hz,2.7A	
	Power Consumption	230 W (typ.)	
	Light source	LED	
	Dimension	600 x 370 x 42mm	
	Weight	4 KG	
Packing	Dimension	1618 x 970 x 249 mm	
	Weight	Weight	
Environmental Conditions	Operating Temp.	0 ~ 40°C	
	Operating Humidity	20% ~ 80%	
Option		IPC	

Product Dimensions

A,B,C: I/O covers